

Enterprise Incident Report October 2012

As of 11/1/2012

Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Human Resource Management	Application Services	Danielle Hood	2 0	0 0	2 0
		Dustin Crump	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	3 0	1 0	4 0
	Capitol Desktop Support	Brian Bintz	20 5	0 0	20 5
		Scott Wunderlich	1 0	0 0	1 0
		Assigned to Individual Total	21 5	0 0	21 5
	Help Desk	Brenda Treadway	3 3	0 0	3 3
		Eileen Dubach	4 4	0 0	4 4
		Julie VanBeekum	3 3	0 0	3 3
		Vicky Marrelli	1 1	0 0	1 1

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Human Resource Management

			Low	Medium	FCR Total
Human Resource Management	Help Desk	Assigned to Individual Total	11	0	11
			11	0	11
	Metro A Desktop Support	Eric Sedgwick	1	0	1
			0	0	0
		Nancy Hachmeister	2	0	2
			0	0	0
		Assigned to Individual Total	3	0	3
			0	0	0
	Metro A Help Desk	Ed Conrad	4	0	4
			3	0	3
		Liz Evans	1	0	1
			1	0	1
		Assigned to Individual Total	5	0	5
			4	0	4
	Metro B Desktop Support	Austin Farey	1	0	1
			1	0	1
		Mike Wilde	1	0	1
			0	0	0
		Stephanie Young	1	0	1
			0	0	0
	Metro B Help Desk	Tyler Pearce	1	0	1
			0	0	0
		Assigned to Individual Total	4	0	4
			1	0	1
		Todd Manning	4	0	4
			4	0	4
		Val Shepherd	5	0	5
			4	0	4

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Human Resource Management

			Low	Medium	FCR Total
Human Resource Management	Metro B Help Desk	Assigned to Individual Total	9	0	9
			8	0	8
	Metro C Desktop Support	Ed Radke	1	0	1
			0	0	0
		Ken Knobel	5	0	5
			0	0	0
		Assigned to Individual Total	6	0	6
			0	0	0
	Metro C Help Desk	Cindy Romrell	1	0	1
			1	0	1
		Karen Gross	1	0	1
			1	0	1
		Reed Stohel	1	0	1
			0	0	0
		Ross Owen	1	0	1
			1	0	1
		Assigned to Individual Total	4	0	4
			3	0	3
	Metro C West Desktop Support	Torrens Arnold	1	0	1
			1	0	1
		Assigned to Individual Total	1	0	1
			1	0	1
	Metro D Desktop Support	Jon Hager	2	0	2
			2	0	2
		Assigned to Individual Total	2	0	2
			2	0	2
	Metro D Help Desk	Doug Brown	1	0	1
			1	0	1

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Human Resource Management

			Low	Medium	FCR Total
Human Resource Management	Metro D Help Desk	John Robinson	1 1	0 0	1 1
		Assigned to Individual Total	2 2	0 0	2 2
		Rural Central Desktop Support	John Donaldson	1 0	0 0
		Robert Case	1 1	0 0	1 1
		Assigned to Individual Total	2 1	0 0	2 1
	Technical Lead/Project Manager	Martin Gonzalez	4 4	0 0	4 4
		Assigned to Individual Total	4 4	0 0	4 4
		Voice Operations	Julie Sabato	1 0	0 0
	Romanza Hamblin Sorensen		4 3	0 0	4 3
	Assigned to Individual Total		5 3	0 0	5 3
	Assigned Group Total		82 45	1 0	83 45
	Customer Company Total			82 45	1 0

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Human Resource Management

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Human Resource Management	Application Services	Danielle Hood	2 0	0 0	2 0
		Dustin Crump	1 0	0 0	1 0
		Tony Larsen	0 0	1 1	1 1
		Assigned to Individual Total	3 0	1 1	4 1
	Capitol Desktop Support	Brian Bintz	20 1	0 0	20 1
		Scott Wunderlich	1 0	0 0	1 0
		Assigned to Individual Total	21 1	0 0	21 1
	Help Desk	Brenda Treadway	3 0	0 0	3 0
		Eileen Dubach	4 0	0 0	4 0
		Julie VanBeekum	3 0	0 0	3 0
		Vicky Marrelli	1 0	0 0	1 0

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Human Resource Management

			Low	Medium	MIR Total
Human Resource Management	Help Desk	Assigned to Individual Total	11	0	11
			0	0	0
	Metro A Desktop Support	Eric Sedgwick	1	0	1
			0	0	0
		Nancy Hachmeister	2	0	2
			0	0	0
		Assigned to Individual Total	3	0	3
			0	0	0
	Metro A Help Desk	Ed Conrad	4	0	4
			0	0	0
		Liz Evans	1	0	1
			0	0	0
		Assigned to Individual Total	5	0	5
			0	0	0
	Metro B Desktop Support	Austin Farey	1	0	1
			0	0	0
		Mike Wilde	1	0	1
			0	0	0
		Stephanie Young	1	0	1
			0	0	0
	Metro B Help Desk	Tyler Pearce	1	0	1
			0	0	0
		Assigned to Individual Total	4	0	4
			0	0	0
		Todd Manning	4	0	4
			0	0	0
		Val Shepherd	5	0	5
			0	0	0

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Human Resource Management

			Low	Medium	MIR Total
Human Resource Management	Metro B Help Desk	Assigned to Individual Total	9	0	9
			0	0	0
	Metro C Desktop Support	Ed Radke	1	0	1
			0	0	0
		Ken Knobel	5	0	5
			0	0	0
		Assigned to Individual Total	6	0	6
			0	0	0
	Metro C Help Desk	Cindy Romrell	1	0	1
			0	0	0
		Karen Gross	1	0	1
			0	0	0
		Reed Stohel	1	0	1
			0	0	0
	Metro C West Desktop Support	Ross Owen	1	0	1
			0	0	0
		Assigned to Individual Total	4	0	4
			0	0	0
		Torrens Arnold	1	0	1
			0	0	0
	Metro C West Desktop Support	Assigned to Individual Total	1	0	1
			0	0	0
	Metro D Desktop Support	Jon Hager	2	0	2
			0	0	0
		Assigned to Individual Total	2	0	2
			0	0	0
	Metro D Help Desk	Doug Brown	1	0	1
			0	0	0

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Human Resource Management

			Low	Medium	MIR Total
Human Resource Management	Metro D Help Desk	John Robinson	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Rural Central Desktop Support	John Donaldson	1 0	0 0	1 0
		Robert Case	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Technical Lead/Project Manager	Martin Gonzalez	4 1	0 0	4 1
		Assigned to Individual Total	4 1	0 0	4 1
	Voice Operations	Julie Sabato	1 0	0 0	1 0
		Romanza Hamblin Sorensen	4 0	0 0	4 0
		Assigned to Individual Total	5 0	0 0	5 0
	Assigned Group Total		82 2	1 1	83 3
Customer Company Total			82 2	1 1	83 3

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Human Resource Management

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Human Resource Management	Application Services	Danielle Hood	2 0.13	0 0.00	2 0.13
		Dustin Crump	1 0.36	0 0.00	1 0.36
		Tony Larsen	0 0.00	1 2.05	1 2.05
		Assigned to Individual Total	3 0.20	1 2.05	4 0.67
	Capitol Desktop Support	Brian Bintz	20 0.22	0 0.00	20 0.22
		Scott Wunderlich	1 0.96	0 0.00	1 0.96
		Assigned to Individual Total	21 0.26	0 0.00	21 0.26
	Help Desk	Brenda Treadway	3 0.00	0 0.00	3 0.00
		Eileen Dubach	4 0.09	0 0.00	4 0.09
		Julie VanBeekum	3 0.00	0 0.00	3 0.00
		Vicky Marrelli	1 0.00	0 0.00	1 0.00

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Human Resource Management

			Low	Medium	ATTIR Total
Human Resource Management	Help Desk	Assigned to Individual Total	11 0.03	0 0.00	11 0.03
	Metro A Desktop Support	Eric Sedgwick	1 0.04	0 0.00	1 0.04
		Nancy Hachmeister	2 0.30	0 0.00	2 0.30
		Assigned to Individual Total	3 0.22	0 0.00	3 0.22
	Metro A Help Desk	Ed Conrad	4 0.00	0 0.00	4 0.00
		Liz Evans	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	5 0.00	0 0.00	5 0.00
	Metro B Desktop Support	Austin Farey	1 0.11	0 0.00	1 0.11
		Mike Wilde	1 0.42	0 0.00	1 0.42
		Stephanie Young	1 0.10	0 0.00	1 0.10
		Tyler Pearce	1 0.06	0 0.00	1 0.06
		Assigned to Individual Total	4 0.17	0 0.00	4 0.17
	Metro B Help Desk	Todd Manning	4 0.00	0 0.00	4 0.00
		Val Shepherd	5 0.01	0 0.00	5 0.01

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Human Resource Management

			Low	Medium	ATTIR Total
Human Resource Management	Metro B Help Desk	Assigned to Individual Total	9 0.01	0 0.00	9 0.01
	Metro C Desktop Support	Ed Radke	1 0.39	0 0.00	1 0.39
		Ken Knobel	5 0.12	0 0.00	5 0.12
		Assigned to Individual Total	6 0.17	0 0.00	6 0.17
	Metro C Help Desk	Cindy Romrell	1 0.00	0 0.00	1 0.00
		Karen Gross	1 0.00	0 0.00	1 0.00
		Reed Stohel	1 0.00	0 0.00	1 0.00
		Ross Owen	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	4 0.00	0 0.00	4 0.00
	Metro C West Desktop Support	Torrens Arnold	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro D Desktop Support	Jon Hager	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	2 0.00	0 0.00	2 0.00
	Metro D Help Desk	Doug Brown	1 0.00	0 0.00	1 0.00

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Human Resource Management

			Low	Medium	ATTIR Total
Human Resource Management	Metro D Help Desk	John Robinson	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	2 0.00	0 0.00	2 0.00
	Rural Central Desktop Support	John Donaldson	1 0.45	0 0.00	1 0.45
		Robert Case	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	2 0.23	0 0.00	2 0.23
	Technical Lead/Project Manager	Martin Gonzalez	4 1.00	0 0.00	4 1.00
		Assigned to Individual Total	4 1.00	0 0.00	4 1.00
	Voice Operations	Julie Sabato	1 0.14	0 0.00	1 0.14
		Romanza Hamblin Sorensen	4 0.18	0 0.00	4 0.18
		Assigned to Individual Total	5 0.17	0 0.00	5 0.17
Assigned Group Total		82 0.17	1 2.05	83 0.19	
Customer Company Total			82 0.17	1 2.05	83 0.19

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Human Resource Management

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Human Resource Management	Application Services	Danielle Hood	2	0	2
			2	0	2
		Dustin Crump	1	0	1
			0	0	0
		Tony Larsen	0	1	1
			0	1	1
		Assigned to Individual Total	3	1	4
			2	1	3
	Capitol Desktop Support	Brian Bintz	20	0	20
			2	0	2
		Scott Wunderlich	1	0	1
			0	0	0
		Assigned to Individual Total	21	0	21
			2	0	2
	Help Desk	Brenda Treadway	3	0	3
			0	0	0
		Eileen Dubach	4	0	4
			0	0	0
		Julie VanBeekum	3	0	3
			0	0	0
		Vicky Marrelli	1	0	1
			0	0	0

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Human Resource Management

			Low	Medium	MR Total
Human Resource Management	Help Desk	Assigned to Individual Total	11 0	0 0	11 0
	Metro A Desktop Support	Eric Sedgwick	1 0	0 0	1 0
		Nancy Hachmeister	2 0	0 0	2 0
		Assigned to Individual Total	3 0	0 0	3 0
	Metro A Help Desk	Ed Conrad	4 0	0 0	4 0
		Liz Evans	1 0	0 0	1 0
		Assigned to Individual Total	5 0	0 0	5 0
	Metro B Desktop Support	Austin Farey	1 0	0 0	1 0
		Mike Wilde	1 0	0 0	1 0
		Stephanie Young	1 0	0 0	1 0
		Tyler Pearce	1 0	0 0	1 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro B Help Desk	Todd Manning	4 0	0 0	4 0
		Val Shepherd	5 0	0 0	5 0

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Human Resource Management

			Low	Medium	MR Total
Human Resource Management	Metro B Help Desk	Assigned to Individual Total	9 0	0 0	9 0
	Metro C Desktop Support	Ed Radke	1 0	0 0	1 0
		Ken Knobel	5 0	0 0	5 0
		Assigned to Individual Total	6 0	0 0	6 0
	Metro C Help Desk	Cindy Romrell	1 0	0 0	1 0
		Karen Gross	1 0	0 0	1 0
		Reed Stohel	1 0	0 0	1 0
		Ross Owen	1 0	0 0	1 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro C West Desktop Support	Torrens Arnold	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro D Desktop Support	Jon Hager	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Metro D Help Desk	Doug Brown	1 0	0 0	1 0

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Human Resource Management

			Low	Medium	MR Total
Human Resource Management	Metro D Help Desk	John Robinson	10	00	10
		Assigned to Individual Total	20	00	20
	Rural Central Desktop Support	John Donaldson	10	00	10
		Robert Case	10	00	10
		Assigned to Individual Total	20	00	20
	Technical Lead/Project Manager	Martin Gonzalez	41	00	41
		Assigned to Individual Total	41	00	41
	Voice Operations	Julie Sabato	10	00	10
		Romanza Hamblin Sorensen	40	00	40
		Assigned to Individual Total	50	00	50
	Assigned Group Total		825	11	836
Customer Company Total			825	11	836

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Human Resource Management

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Human Resource Management	Application Services	Danielle Hood	2 8.64	0 0.00	2 8.64
		Dustin Crump	1 0.68	0 0.00	1 0.68
		Tony Larsen	0 0.00	1 6.63	1 6.63
		Assigned to Individual Total	3 5.98	1 6.63	4 6.14
	Capitol Desktop Support	Brian Bintz	20 3.03	0 0.00	20 3.03
		Scott Wunderlich	1 2.18	0 0.00	1 2.18
		Assigned to Individual Total	21 2.99	0 0.00	21 2.99
	Help Desk	Brenda Treadway	3 0.00	0 0.00	3 0.00
		Eileen Dubach	4 0.09	0 0.00	4 0.09
		Julie VanBeekum	3 0.00	0 0.00	3 0.00
		Vicky Marrelli	1 0.00	0 0.00	1 0.00

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Human Resource Management

			Low	Medium	ATTR Total
Human Resource Management	Help Desk	Assigned to Individual Total	11 0.03	0 0.00	11 0.03
	Metro A Desktop Support	Eric Sedgwick	1 0.42	0 0.00	1 0.42
		Nancy Hachmeister	2 0.51	0 0.00	2 0.51
		Assigned to Individual Total	3 0.48	0 0.00	3 0.48
	Metro A Help Desk	Ed Conrad	4 0.24	0 0.00	4 0.24
		Liz Evans	1 0.06	0 0.00	1 0.06
		Assigned to Individual Total	5 0.20	0 0.00	5 0.20
	Metro B Desktop Support	Austin Farey	1 0.11	0 0.00	1 0.11
		Mike Wilde	1 0.66	0 0.00	1 0.66
		Stephanie Young	1 2.10	0 0.00	1 2.10
		Tyler Pearce	1 0.11	0 0.00	1 0.11
		Assigned to Individual Total	4 0.74	0 0.00	4 0.74
	Metro B Help Desk	Todd Manning	4 0.00	0 0.00	4 0.00
		Val Shepherd	5 0.02	0 0.00	5 0.02

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			Low	Medium	ATTR Total
Human Resource Management	Metro B Help Desk	Assigned to Individual Total	9 0.01	0 0.00	9 0.01
	Metro C Desktop Support	Ed Radke	1 0.59	0 0.00	1 0.59
		Ken Knobel	5 0.13	0 0.00	5 0.13
		Assigned to Individual Total	6 0.21	0 0.00	6 0.21
	Metro C Help Desk	Cindy Romrell	1 0.00	0 0.00	1 0.00
		Karen Gross	1 0.00	0 0.00	1 0.00
		Reed Stohel	1 0.00	0 0.00	1 0.00
		Ross Owen	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	4 0.00	0 0.00	4 0.00
	Metro C West Desktop Support	Torrens Arnold	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro D Desktop Support	Jon Hager	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	2 0.00	0 0.00	2 0.00
	Metro D Help Desk	Doug Brown	1 0.00	0 0.00	1 0.00

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			Low	Medium	ATTR Total
Human Resource Management	Metro D Help Desk	John Robinson	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	2 0.00	0 0.00	2 0.00
	Rural Central Desktop Support	John Donaldson	1 0.48	0 0.00	1 0.48
		Robert Case	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	2 0.24	0 0.00	2 0.24
	Technical Lead/Project Manager	Martin Gonzalez	4 3.08	0 0.00	4 3.08
		Assigned to Individual Total	4 3.08	0 0.00	4 3.08
	Voice Operations	Julie Sabato	1 0.14	0 0.00	1 0.14
		Romanza Hamblin Sorensen	4 0.57	0 0.00	4 0.57
		Assigned to Individual Total	5 0.48	0 0.00	5 0.48
Assigned Group Total		82 1.26	1 6.63	83 1.32	
Customer Company Total			82 1.26	1 6.63	83 1.32

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Human Resource Management

Detail

INC000000583421	Bryan Embley	None	None	None		TIR Missed: No	0.06
	Metro C Desktop Support	Ken Knobel	Human Resource Management	Low	Closed	TTR Missed: No	0.06
INC000000585895	Judith Price	Application	Error	Gmail		TIR Missed: No	0.17
	Technical Lead/Project Manager	Martin Gonzalez	Human Resource Management	Low	Closed	TTR Missed: No	1.76
INC000000585902	Michelle Watts	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000586171	Michelle Watts	Network	Performance	None		TIR Missed: No	0.48
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	2.56
INC000000586189	Michelle Watts	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000586218	Jennifer Wakefield	Application	None	Gmail		TIR Missed: No	0.51
	Technical Lead/Project Manager	Martin Gonzalez	Human Resource Management	Low	Closed	TTR Missed: No	3.25
INC000000586400	Emir Filipovic	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.07
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.17
INC000000586640	Judith Price	Application	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000586804	Colette Hudson	Application	Error	None		TIR Missed: No	0.45
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Closed	TTR Missed: No	0.48
INC000000587125	Tina Sweet	Application	Error	Novell GroupWise		TIR Missed: Yes	2.05
	Application Services	Tony Larsen	Human Resource Management	Medium	Closed	TTR Missed: Yes	6.63
INC000000587351	Cathy Lewis	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000587369	Matthew Romney	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Danielle Hood	Human Resource Management	Low	Closed	TTR Missed: Yes	9.37
INC000000587482	Patricia M Kingsbury	Mobile Devices	Error	None		TIR Missed: No	0.26
	Application Services	Danielle Hood	Human Resource Management	Low	Closed	TTR Missed: Yes	7.90
INC000000587726	John Golom	None	None	None		TIR Missed: No	0.02
	Metro C Desktop Support	Ken Knobel	Human Resource Management	Low	Closed	TTR Missed: No	0.02
INC000000587817	Terry Haywood	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000588398	Michelle Watts	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.06
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.52

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INC000000588594	Mary Ann Davis	Application	None	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000588671	Debi Tripp	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000588844	Paul Edlefsen	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.06
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low Closed	TTR Missed: No	0.10
INC000000588850	Karen Heaton	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000589424	Debi Tripp	Application	Password	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000589581	Enid Bourgeois	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000589767	Debi Tripp	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000590315	Debbie Martinez-Orth	Application	Error	Content Manager	TIR Missed: No	0.04
	Metro A Desktop Support	Eric Sedgwick	Human Resource Management	Low Closed	TTR Missed: No	0.42
INC000000590354	Debbie Martinez-Orth	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Human Resource Management	Low Closed	TTR Missed: No	0.06
INC000000590359	Bryan Embley	None	None	None	TIR Missed: No	0.02
	Metro C Desktop Support	Ken Knobel	Human Resource Management	Low Closed	TTR Missed: No	0.02
INC000000590699	Alan Owens	Telecom	Voice Mail	Telephone	TIR Missed: No	0.42
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low Closed	TTR Missed: No	1.01
INC000000590708	Carrie Stevenson	Application	None	Microsoft Excel	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000590790	Enid Bourgeois	Telecom	Voice Mail	Telephone	TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low Closed	TTR Missed: No	0.17
INC000000591002	Brooke Baker	Mobile Devices	Error	iPhone	TIR Missed: No	0.36
	Application Services	Dustin Crump	Human Resource Management	Low Closed	TTR Missed: No	0.68
INC000000591244	Sarah Tice	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Resource Management	Low Closed	TTR Missed: No	0.94
INC000000591455	Terry Haywood	Application	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000592483	Janice Rhiddlehoover	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Resource Management	Low Closed	TTR Missed: No	0.00

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Human Resource Management

INC000000592780	Jeremy Marsh	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000592799	Tom Edmonds	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000592861	Sharyn Dobson	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.05
INC000000592866	Sharyn Dobson	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.04
INC000000592870	Bill Brandon	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.03
INC000000593079	Karen Heaton	Application	Password	Utah Master Directory	TIR Missed: No	0.37
Help Desk	Eileen Dubach	Human Resource Management	Low	Resolved	TTR Missed: No	0.37
INC000000593173	Laura Pouillon	Application	Password	Gmail	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000593237	Jeremy Marsh	PC/Laptop	Hardware	None	TIR Missed: No	0.31
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	4.88
INC000000593423	Bryan Embley	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000593446	Melissa Anglesey	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.51
Metro C Desktop Support	Ken Knobel	Human Resource Management	Low	Closed	TTR Missed: No	0.51
INC000000593832	Laura Pouillon	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.03
INC000000593833	Judith Price	Application	None	Gmail	TIR Missed: No	0.12
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	5.39
INC000000593967	Michelle Watts	Application	Reporting	Gmail	TIR Missed: Yes	3.33
Technical Lead/Project Manager	Martin Gonzalez	Human Resource Management	Low	Resolved	TTR Missed: Yes	7.32
INC000000594170	Tom Edmonds	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000594430	Debi Tripp	Application	Password	PGP	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000594551	Matthew Romney	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.03
INC000000594787	Devin Patrick	Application	Reporting	State Payroll Time Entry System	TIR Missed: No	0.39
Metro C Desktop Support	Ed Radke	Human Resource Management	Low	Resolved	TTR Missed: No	0.59

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Human Resource Management

INC000000594796	Letty Debenham	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.09
INC000000595018	Tami Hart	Network	Password	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000595055	Jay Jensen	Application	Password	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000595094	Laura Pouillon	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000595096	Lowe Rudd	PC/Laptop	None	None		TIR Missed: No	0.96
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Resolved	TTR Missed: No	2.18
INC000000595575	Lowe Rudd	Application	None	Java Media Framework		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.01
INC000000596028	Matthew Goms	PC/Laptop	Password	None		TIR Missed: No	0.34
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	1.04
INC000000596065	Jolene Davis	Telecom	Voice Mail	None		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Resolved	TTR Missed: No	0.51
INC000000596211	Rosanne Ricks	Application	Error	Internet Explorer		TIR Missed: No	0.11
	Metro B Desktop Support	Austin Farey	Human Resource Management	Low	Resolved	TTR Missed: No	0.11
INC000000596617	Cappi Stamper	Telecom	Voice Mail	Telephone		TIR Missed: No	0.14
	Voice Operations	Julie Sabato	Human Resource Management	Low	Resolved	TTR Missed: No	0.14
INC000000596834	Trish Anderson	None	None	State Payroll System		TIR Missed: No	0.10
	Metro B Desktop Support	Stephanie Young	Human Resource Management	Low	Resolved	TTR Missed: No	2.10
INC000000597150	Tami Hart	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000597307	Paul Edlefsen	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000597404	Tina Sweet	None	None	None		TIR Missed: Yes	1.59
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: Yes	19.09
INC000000597406	Tina Sweet	None	None	None		TIR Missed: No	0.27
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: Yes	19.01
INC000000597499	Jennifer Wakefield	Server	Performance	Active Directory		TIR Missed: No	0.61
	Metro A Desktop Support	Nancy Hachmeister	Human Resource Management	Low	Resolved	TTR Missed: No	0.74
INC000000597763	Paul Edlefsen	PC/Laptop	Hardware	None		TIR Missed: No	0.42
	Metro B Desktop Support	Mike Wilde	Human Resource Management	Low	Resolved	TTR Missed: No	0.66

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Human Resource Management

INC000000597947	Joel Chibota	PC/Laptop	Hardware	None		TIR Missed: No	0.97
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	3.77
INC000000597952	Jeffie Dickerson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	1.87
INC000000598062	Dana Powers	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Resource Management	Low	Resolved	TTR Missed: No	0.02
INC000000598344	Jennifer Wakefield	Network	Error	Active Directory		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Human Resource Management	Low	Resolved	TTR Missed: No	0.27
INC000000598437	Tina Sweet	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.04
INC000000598511	Carrie Stevenson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000598580	Glenn Parsons	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000598698	Peggy Romney	Application	None	Microsoft Office		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000599250	Joel Chibota	Application	Error	PGP		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.18
INC000000599523	Michelle Watts	Network	Performance	Novell eDirectory		TIR Missed: No	0.24
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.89
INC000000599685	Carita Eldredge	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000599945	Jeremy Marsh	Telecom	Voice Mail	Telephone		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Resolved	TTR Missed: No	0.58
INC000000599965	Tina Sweet	Application	Reporting	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000600879	Michelle Watts	PC/Laptop	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000600991	Tami Hart	PC/Laptop	Error	None		TIR Missed: No	0.06
	Metro B Desktop Support	Tyler Pearce	Human Resource Management	Low	Resolved	TTR Missed: No	0.11
INC000000601200	Bryan Embley	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Ken Knobel	Human Resource Management	Low	Resolved	TTR Missed: No	0.03